

PURPOSE

The purpose is to establish policy for the use of personal and state-owned wireless communication devices for the employees of the Michigan Department of Health and Human Services (MDHHS). This policy also sets criteria and guidelines for the issuance of state-owned communication devices to MDHHS employees

DEFINITIONS

Wireless Communication Devices

Wireless communication devices include the following:

- Cellular telephones.
- Blue-Tooth headsets.
- Air Card.
- Mi-Fi.
- Tablets.
- iPhones.
- iPad's and other wireless communication devices.

Air Card

An Air Card provides internet connectivity to any type of device such as a laptop or tablet.

POLICY

It is the policy of the MDHHS that wireless communication devices may be issued to employees based on the following guidelines and are to be considered for issuance to MDHHS employees:

- 17 level and above with the approval of the administration's deputy director.
- Responsibilities of the position require the employee to consistently be away from their desktop/laptop/tablet device at least 70 percent of time (such as staff identified as mobile workers).
- The main responsibilities of the position require routine and regular conduct of state business before or after the employee's normal working hours.
- Position may be required to provide a quick response to an emergency or after hours email.

- The position requires the employee to be out of the office on a regular basis while maintaining contact with the office.
- The position may require a quick response to an emergency or after hours call.

Exceptions to these guidelines will be granted on a case by case basis.

It is also the policy that air cards, for any level, will be approved on a case by case basis. Justification for an air card will be required.

Employees are expected to utilize wireless communication devices in a responsible manner, adhering to security rules and using hands-free phone devices while driving. Using the text feature while driving is illegal and violators will be prosecuted at the full extent of the law.

Employees issued state-owned wireless devices are accountable for them and will be expected to be able to account for charges made to the wireless devices above and beyond the monthly service fees. State-owned wireless communication devices should be used for business purposes only. Any personal use must be reported and reimbursed.

iTunes

Mobile devices are supplied with an iTunes account that is used for the download of MDHHS/DTMB approved apps. The download of apps for personal use is prohibited. The password for this account is provided by DTMB and must not be changed.

Data

iPhones are issued with a limited amount of data (4 GB) that has been found to be adequate for actions performed under the [Acceptable Use Policy 1340.00](#). Users must pay for any data used over 4 GB.

Damaged Devices

Damaged mobile devices must be reported to your supervisor immediately. Mobile devices are issued with a protective case and must remain in the protective case at all times. If the device is damaged for whatever reason, the user may be asked to cover the cost to replace the damaged device.

Lost/Stolen Devices

Lost or stolen equipment must be reported to your supervisor immediately. Replacement of a lost or damaged wireless device or air card will be approved one time only. If a user has been assigned a mobile device, the user must keep this device in a secured location at all times when/if not directly with him/her. A secured location would be a place that is locked, out of sight from others, and not in an automobile. If the assigned mobile device is Lost/Stolen, the user may be asked to cover the cost of a replacement device.

Employees will be issued only one form of wireless communication device (for example a Blackberry or a cell phone). Exceptions may be made if there is sufficient justification for more than one device.

MDHHS will not be held responsible for the loss, theft or damage to personal wireless communication devices brought into the workplace by the employee.

Users of any state issued wireless communication device, or mobile internet connectivity device must adhere to the IT Resources [Acceptable Use Policy 1340.00](#) issued by the Michigan Department of Technology, Management and Budget. Users must also adhere to the APO 301, Mobile Worker Equipment Accountability Policy issued by MDHHS.

Funding must to reviewed and approved by the submitting deputy director and is within the administration/bureau/office spending authority through the approved fiscal year spending plan.

PROCEDURE

Wireless Communication Devices

For level 17 and above submit a DHS-733, Mobile Phone Request, to MDHHS-Bureau of Organizational Services, Onboarding Unit via email MDHHS-Onboarding@michigan.gov.

Level 16 and below submit a DHS-733, Mobile Phone Request, to MDHHS-Bureau of Organizational Services, Onboarding Unit via email MDHHS-Onboarding@michigan.gov. Justification for assignment of device must be attached to the DHS-733 with supporting approval from the deputy and/or bureau director.

Air Cards All Levels

Submit DHS-733 (Mobile Phone Request) document to MDHHS-Bureau of Organizational Services, Onboarding Unit via email MDHHS-Onboarding@michigan.gov.

Exception: Level 16 and below must submit a DHS-733, Mobile Phone Request, to MDHHS-Bureau of Organizational Services, Onboarding Unit via email MDHHS-Onboarding@michigan.gov. Justification for exception for the device must be attached to the DHS-733 with supporting approval from the deputy and/or bureau director.

REFERENCES

[Acceptable Use Policy 1340.00](#)

APO 301, Mobile Worker Equipment Accountability Policy.

CONTACT

For additional information concerning this policy, contact MDHHS Bureau of Organizational Services at 517-373-7541.